



# DZB

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## E-MALL Overview

# Company Background

- DZB provides Military Family Housing Maintenance Services to Navy and Coast Guard Housing Residents. Services provided include:
  - ◆ 24 Hour Service Call Desk
  - ◆ Change of Occupancy Housing Maintenance
  - ◆ Operation of a Self Help Center
  - ◆ Grounds Maintenance
  - ◆ IQ Repairs and Renovations
- Our contract is a 5 year FFP/IQ contract containing 184 IQ line items

# E-MALL Background

- E-MALL is used to process IQ line items
  - ◆ These orders are typically small in \$ amount
  - ◆ Replaced use of BTO/TO for all but T&M orders

# E-MALL Process

- DZB and its contracting officer have agreed to certain process modifications to eliminate redundant processes
- E-mails are received and decoded using the PGP key
  - ◆ Work order is input into Maximo, DZB's work control and scheduling database
  - ◆ DZB accesses the E-MALL site and notes receipt of work order

# E-MALL Process continued

- DZB schedules and completes the work
  - ◆ Scheduling is tracked in Maximo
  - ◆ We do not update the on-line E-MALL system with scheduling information
- Once work is completed, we complete the work order in Maximo and on the on-line system
  - ◆ 2X a week DZB e-mails the customer with a list of E-MALL completions
- DZB and its contracting officer agreed that three days after the completion is noted, we can bill
  - ◆ This allows sufficient time for government inspection

# E-MALL Process continued

- Weekly run a Maximo system report showing E-MALL orders completed 3 or more days before
- E-MALL orders are grouped into batches which do not exceed \$10,000 (purchaser's Credit Card limit)
- Spreadsheet is prepared showing which orders have been batched
- Credit Card charges are processed as batches (versus by individual order)
  - ◆ Breakdown is attached to the invoice allowing the customer to easily reconcile which E-MALLs were processed for payment

# Disadvantages

- Required new administrative processes for billing and tracking
- E-mail order format is not easy to use from a data input standpoint because it prints in 2 pages

# Advantages

- Quick turnaround for new orders
- Quick modification of orders due to changes of scope
- Quick payment
- OVERALL E-MALL has been a WIN/WIN/WIN for the customer, the contracting office and the contractor